

STATE OF IOWA  
DEPARTMENT OF COMMERCE  
UTILITIES BOARD

IN RE:  QWEST CORPORATION	DOCKET NO. FCU-02-24
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**ORDER DOCKETING COMPLAINT PROCEEDING AND  
REQUESTING RESPONSE**

(Issued December 16, 2002)

On December 2, 2002, the Emergency Management Division of the Department of Public Defense (EMD) filed an informal complaint with the Utilities Board (Board) against Qwest Corporation (Qwest). The filing has been identified as Docket No. FCU-02-24. In its complaint, EMD contends that the rate currently being assessed to EMD by Qwest for wireless E911 services of \$ 8.57 per call is unreasonable.

Iowa Code § 476.3(1) provides that when a complaint is filed regarding the reasonableness of rates or charges by a public utility, “the written complaint shall be forwarded by the Board to the public utility, which shall be called upon to satisfy the complaint or to answer it in writing within a reasonable time to be specified by the board.” The nature of this complaint has led the Board to initiate formal complaint proceedings on its own motion pursuant to 199 IAC 6.5(1). The Board will also forward a copy of EMD’s complaint to the Consumer Advocate Division of the Department of Justice.

**IT IS THEREFORE ORDERED:**

1. The informal complaint filed on December 2, 2002, by the Emergency Management Division of the Department of Public Defense against Qwest Corporation is docketed as a formal complaint on the Board's own motion for investigation. The proceeding shall be identified as Docket No. FCU-02-24.

2. The Executive Secretary shall forward a copy of the complaint to Qwest Corporation and the Consumer Advocate Division of the Department of Justice.

3. Qwest Corporation shall file a written response to the complaint within 30 days of the issuance of this order.

**UTILITIES BOARD**

/s/ Diane Munns

/s/ Mark O. Lambert

ATTEST:

/s/ Judi K. Cooper  
Executive Secretary

/s/ Elliott Smith

Dated at Des Moines, Iowa, this 16<sup>th</sup> day of December, 2002.